

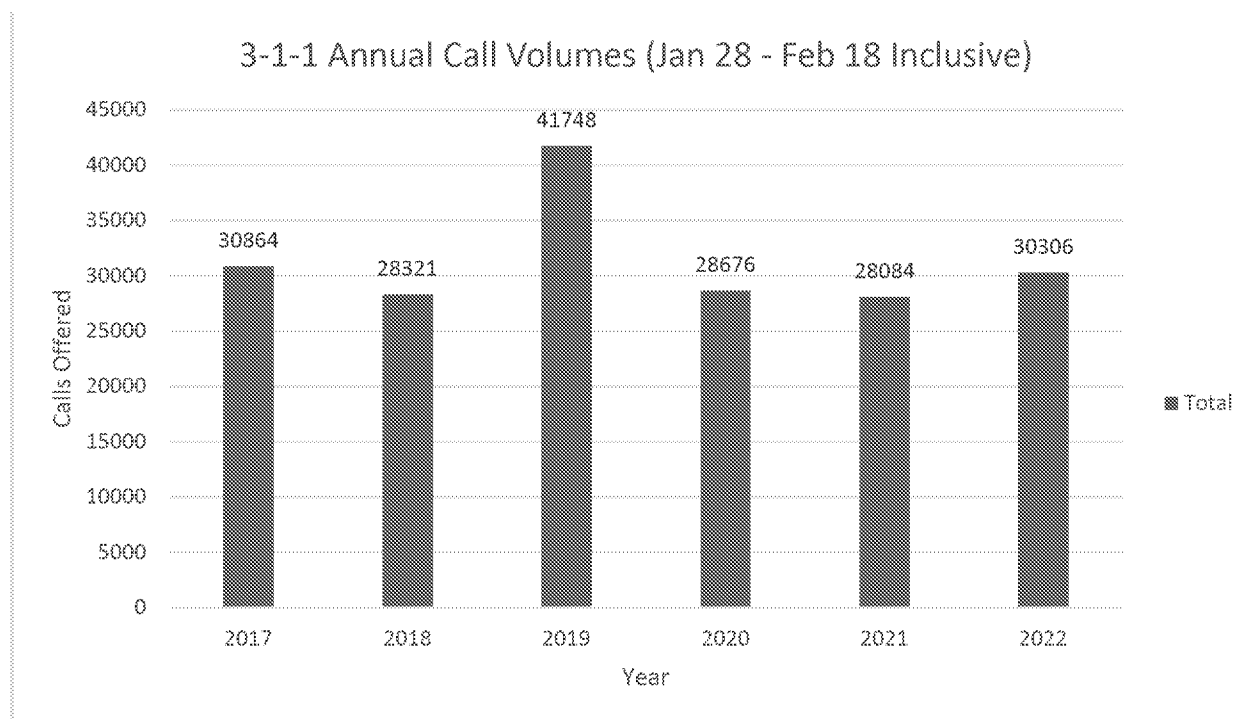
Public Order Emergency, Impact on 3-1-1 operations

3-1-1 augmented staffing levels during the January 28 - February 18, 2022, period to ensure that the residents of Ottawa and emergency services received immediate service from 3-1-1.

Service Level (Jan 28-Feb 18): 86% of calls were answered within 120 seconds

Call volumes

Overall, the emergency did not result in a significant increase in calls to 3-1-1 compared to the same date range from previous years.



Notes:

- 1) 2019 totals: Significant weather events resulted in a high number of calls related to winter maintenance.
- 2) 3-1-1 volumes are lower on weekends and holidays. The Family Day holiday fell within this date range in 2019, 2020 and 2021

Top 10 Service Requests by Type (Jan 28-Feb 18)

2017 Top 10		2018 Top ten		2019 Top ten	
Type	Total SRs	Type	Total SRs	Type	Total SRs
Road Travelled Surface	4145	Road Travelled Surface	3174	Road Travelled Surface	9725
Sidewalks/Pathways/Trails	1055	Organics-SWC	992	Catchbasin/Maint. Hole	3051
Overtime Parking	915	Overtime Parking	763	Sidewalks/Pathways/Trails	1370
Road Operations General	731	Catchbasin/Maint. Hole	571	Overtime Parking	1330
Organics-SWC	694	Designated Parking	540	Road Operations General	1123
Designated Parking	640	Road Operations General	531	Designated Parking	899
Laneways	449	Garbage - SWC	450	Organics-SWC	871
Garbage - SWC	425	Sidewalks/Pathways/Trails	450	Garbage - SWC	616
Retail-All Container(80L)	356	Lights	413	Retail-All Container(80L)	540
Catchbasin/Maint. Hole	315	Retail-All Container(80L)	401	Laneways	487
2020 Top 10		2021 Top 10		2022 Top 10	
Type	Total SRs	Type	Total SRs	Type	Total SRs
Road Travelled Surface	2871	Organics-SWC	1144	Road Travelled Surface	1386
Overtime Parking	929	Road Travelled Surface	869	Organics-SWC	1248
Organics-SWC	868	New Home	762	Missing/Stolen	658
Designated Parking	738	COVID-19	592	Overtime Parking	651
New Home	646	Garbage - SWC	554	New Home	634
Garbage - SWC	542	Missing/Stolen	528	Designated Parking	583
Sidewalks/Pathways/Trails	525	Blue Box - SWC	411	Music	550
No Parking	467	Black Box - SWC	386	Garbage - SWC	534
Road Operations General	464	Sidewalks/Pathways/Trails	363	No Parking	481
Laneways	455	Designated Parking	358	Catchbasin	459

Notes:

- For the most part service requests for this date range are primarily related to:
 - Road maintenance issues (ex: Road Travelled Surface, Sidewalks/Paths/Trails, Catchbasin),
 - Garbage and recycling issues (ex: Organics-SWC, Missing/Stolen(bins), New home(bins), Garbage – SWC)
- 'Music' is a subset of the Noise complaints. 'Music' only appears in the top 10 SRs in 2022 with 550 SRs. The previous high was 309 in 2020. (More analysis on noise complaints in the next section.)

Call analysis

For the period of January 28, 2022, to February 18, 2022, we looked at the following call types:

- Noise
- Parking control
- Internal use SRs (Service Requests)
- Covid-19 enforcement
- Fireworks
- Graffiti

We compared the city-wide SR (Service Request) totals for these case type and compared them to the totals for the affected wards (the combined totals for wards 12, 13, 14, 15, 16, 17).

Noise

For the month of February, the total number of noise complaints for the affected area nearly doubled from 2021

- Feb 2021: 367 Noise SRs
- Feb 2022: 732 Noise SRs

Between Jan 18 and Feb 28, 80% of all Noise SRs originated in the affected area.

Noise			
Date	City wide	Affected wards	Affected wards %
28-Jan	47	32	68%
29-Jan	153	131	86%
30-Jan	108	101	94%
31-Jan	83	76	92%
1-Feb	83	76	92%
2-Feb	89	77	87%
3-Feb	45	37	82%
4-Feb	48	35	73%
5-Feb	81	60	74%
6-Feb	66	50	76%
7-Feb	17	13	76%
8-Feb	29	22	76%
9-Feb	17	11	65%
10-Feb	18	11	61%
11-Feb	48	32	67%
12-Feb	95	79	83%
13-Feb	37	26	70%
14-Feb	18	12	67%
15-Feb	31	15	48%
16-Feb	23	21	91%
17-Feb	22	15	68%
18-Feb	17	8	47%
Total	1175	940	80%

Parking Control

Between Jan 18 and Feb 28, 58% of all Parking Control SRs originated in the affected area. Historically (2018-2021) for the months of January and February, the affected wards account for approximately 43% of the total Parking Control SRs.

Internal use SR

This classification was used to log comments and complaints related to the convoy in the absence of an appropriate classification.

185 calls from the affected wards were logged as internal use. These calls were shared with the EOC for situational awareness.

Covid-19 enforcement

This classification is used to report violations related to enforcement of covid regulations such as: mask violations, individuals not quarantining, non-compliant businesses.

58% of all Covid-19 enforcement calls during this period were within the affected wards (135 out of 233 total).

Fireworks

We received 15 fireworks complaints in Feb 2022, all within the affected wards. Previous high for the month of February (2018-2021) was 1.

Graffiti

The number of graffiti service requests created during the period was not significantly different than previous years or particularly concentrated in the affected area.